

E-Government Services [T001] Buyer's Guide

Purpose

This guide provides summarized information for the buyer of active, enterprise contract products and services. By clicking on quick links — [underlined, blue-colored words or sentences](#) — one is redirected to various documents; such as, the awarded contract, the Invitation to Bid (ITB), guides and brochures that will assist in building a purchase order for the products and services on the specific contract, and in some guides allow direct access to the e-mail addresses or Web sites of vendor contacts.

Award Date	Duration	Estimated Re-bid Year
02/29/2012	5 years	2017

Description

The E-Government services require a web-based, point-of-sale system meeting the objectives and specifications specified in the ITB which is based upon a hardware-neutral interface that is accessible through a basic Internet connection. Vendors submitting bids on the ITB must include a statement in their bid response that they understand the [ITB] requirements and, if awarded, will comply with the objectives, requirements and specifications stated in the ITB.

The State of Alabama currently has over two hundred (200) online E-Government applications in more than sixty (60) different agencies. The State requires a “self-funded” model that provides for the design, development, operation, hosting and support of its E-Government services at no cost to the State. All of the services and requirements of the ITB are currently being provided under contract at no cost to the State. It is a requirement of the State and the ITB to, at minimum, continue the same level of support and services at no cost to the State.

The ITB/contract requires the integration of online E-Government applications into *MyAlabama*, the online application that is designed to help Alabamians access state services in a more convenient way. The application helps individuals and families apply for state assistance through a secure, web-based program and improve customer service.

In addition to the existing E-Government services, the ITB requires the design, development, support, hosting and operation of the State’s award winning central portal, www.alabama.gov, at no cost to the State. Benefits to the State include reduced operating expenses and a more effective, efficient communications channel. Contract users will benefit from the convenience of twenty-four (24) hour per day, seven (7) days per week online, anytime, anywhere transactions with the State. It is a requirement of the State and the ITB to, at a minimum, continue the same level of support and services at no cost to the State.

The continued delivery of existing [services] and the development of new E-Government services and information are the objectives of the ITB. It is anticipated that the electronic delivery of government services will continue to facilitate and improve the way customers communicate and interact with State government.

1. Key objectives are:

- Rapid migration/conversion of existing E-Government applications, in an order defined by the State, meeting or exceeding the functional specifications as provided by the owner agency while not exceeding the existing fees associated with the applications. An inventory of existing applications is provided in **Attachment A** of the ITB.
- Rapid implementation of new E-Government applications to support the processing of licenses, filings, permits, registration, renewals, and database searches. Preferably, the applications would be previously implemented applications that can be easily customized to fit the State’s needs.
- Integration of the State’s current portal and corresponding agency web pages.
- Development and delivery of a continually expanding set of basic government services.
- Obtaining a high percentage of adoption of E-Government services as the preferred method for obtaining government services.

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2. The State will contract with a single Vendor, to provide E-Government applications and services to State agencies, boards, commissions, political subdivisions, local government agencies, and quasi-government agencies within the State of Alabama. Services to be provided must include, but are not limited to transaction processing between the State of Alabama and its customers over the Internet, Interactive Voice Response (IVR) processing, credit/debit card processing, E-Checks, Electronic Funds Transfers (EFT), over the counter payment processing to include PIN debit transactions, capture/reporting of Cash/Money Order payments, lockbox services, payment warehousing, auto disbursement of funds to the State of Alabama Treasurer, application development, integration with agency's existing systems, security, application hosting, application support and management reporting.
 - The contract will require the establishment of the following types of transactions:
 - The capability for State government to send requested information or documents electronically to multiple devices.
 - The capability for State government to process interactive applications for licenses, permits, and other government documents, to sell goods and services by interactive applications, and to receive electronic documents for filing from the public, businesses, employees, and local governments who are regulated by a State agency that, when a signature is necessary, can be electronically signed by the requesting authority.
 - The capability for State government to receive required payments electronically by multiple methods.
 - Services required through this contract include:
 - Migration/conversion of existing E-Government applications with no interruption of service as a result of these efforts.
 - Customizable applications and/or applications developed for State agencies that provide electronically delivered services and information (i.e., E-Government) to contract users.
 - Assisting the State in marketing the State's E-Government services in a variety of ways to increase use of the services it offers.
 - Hosting of agency E-Government applications in a reliable and secure environment.
 - Providing customer support to contract users and agencies.
3. The Vendor must assume all expenses to build and manage the components required to support the specifications, requirements, services, information and transactions identified in the ITB. The State will cooperate with the Vendor on developing value added transactions in order for the Vendor to recover costs through portal fees, transaction payments or premium services. The Vendor also must cooperate with the State in developing strategies to increase business and agency use of the Contract. It is the intention of the State that many of the services and information offered to the public will be free, while other services may involve payment. In addition, some services will have fees charged on a subscription and/or on a per transaction basis, due to the added value and convenience of real-time access to the information or application.

Contract Notice of Award

[Link to Contract](#)

Original ITB

[Link to ITB](#)

Product Guide & How to Order

Use the [Product Guide](#) to obtain the summarized contract information such as; company names, catalog links, discount rates, product descriptions, and contact information. If applicable, and if available, link to the vendor's website to review the product line and determine all specifications for the product or service that you wish to purchase. If the website offers capabilities such as; product comparisons and fill-a-cart or creation of a basket for purchasing, then take advantage of those features. Finally, complete a purchase order for one item and print the

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completed purchase order to use as a worksheet. You cannot purchase the product from the vendor's site, but the worksheet will assist with your State purchasing request.

Employee Discount

Not applicable for this contract.

Vendor Brochure

Links or complete brochures will be provided when available from the vendor.